

Residential 1-Year Warranty

Quartz, Natural Stone and Porcelain products come with a one (1) year installation labor warranty. No warranty of any kind covering any material is implied or expressed.

Installation services performed by CSW such as setting and attaching the countertop and other stone surfaces, sinks, and other fixtures, etc., are warranted for a period of one (1) year from the date of installation. Any claims under this warranty must be submitted within that timeframe and evidenced by proper documentation submitted by the customer. Such claims will be either recognized or rejected by CSW within ten business days. CSW will not be liable for, schedule, or perform any warranty work covering any products or services for which CSW has not been paid.

Tolerances for dimensions such as length, depth, overhang, centerline, etc., allow for slight variances from design specifications. However, variances not visible or detected only by using a measuring device are not covered under this warranty. Additionally, settling floors, sub-structures, and cabinets and changes to ambient conditions will result in misalignment of installed products, the opening of seams and joints, and gaps where products meet each other and meet walls, none of which are covered by this warranty.

Supporting trades such as, but not limited to, cabinetry, drywalling, plumbing, electrical, carpentry, foundation layers, appliance sealers, and others have responsibilities for their workmanship and materials which impact the products and services supplied by CSW. Therefore, CSW is not responsible for warranty claims attributed to causes originating with Supporting Trades. Additionally, CSW shall not be accountable for countertop supporting components installed by others.

Consequential, incidental, minor, or indirect damages of any kind are expressly not covered by this warranty. Such items which are not covered include – but are not limited to – fabrication costs, costs to uninstall or re-install plumbing, electrical work, tile, wall treatments and coverings, delivery charges, loss of use, and any other expenses or forms of compensation. In addition, any damage to persons or property resulting from handling or installing by others or from using this product is expressly not covered. Specifically included in this exclusion are minor nicks and chips to walls, cabinets, or appliances, cutting into walls to fit countertops, and dust or debris created during installation. CSW's maximum liability under this warranty arising out of the sale of other products or installation services, based upon warranty or contract, shall never exceed the actual payments received by CSW in connection in addition to that.

Color and veining: Stone countertops are composed of natural materials and are subject to variations in background color, veining distribution, and veining pattern. The color, shade, veining, color concentrations (blotches), and any other variances in the appearance of stone will exist. It will vary between a sample you may have used in the selection process and the actual stone(s) used on your project, between two stones, and even within the same stone. Such naturally occurring variations are expected in stone and are not considered defects.

Finish: Your countertop will come with a polished finish (unless ordered in another finish). Irregularities in the finish and gloss levels of natural materials like stone are typical, reflecting the unique natural patterns and finish that give each stone countertop its distinctive appearance. As a result, finish and gloss will vary from piece to piece and on the same piece.

Cracks: Cracks in the surface after its installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracking are movement, the direct application of heat on the surface, the placement of excessive weight on the surface or the result of scraping, bumping or impacts to the material after its installation

Surface irregularities and thickness: Natural stone is composed of minerals and is earth-formed over hundreds of millions of years. Fissures, pitting, mineral pooling, and other naturally occurring features in stone should not be considered defects and are not covered under this warranty. The thickness of stone slabs varies; therefore, thickness designations (i.e., 3 centimeters) are nominal rather than exact. When pieces of different thicknesses are joined, it is common practice to grind the underside of one piece to blend evenly with the other piece.

Seaming: Placement of seams (including the use of "rails") is solely at the discretion of CSW, will be discussed at the time of template, and finalized during engineering. Seams will be visible to the eye and touch. Every effort will be made to ensure the seam is placed in the best location for the structural integrity of the countertop and to make it aesthetically pleasing. However, due to the unique characteristics of stone and quartz, it is not possible to guarantee a match in color, veining (including the direction of veins), or finish when seaming two pieces together. Additionally, stone and quartz slabs may contain some bowing or warping, and therefore in some instances, seams may not be level across their entire length.

Staining: All natural stones are sealed after fabrication. Annual sealing is recommended to enhance stain resistance, and such sealers may be purchased easily. Stone countertops are generally relatively stain-resistant to common beverages and foods when properly sealed and maintained. When a stain occurs, it is usually difficult to remove it, and such a stain is not covered under this warranty. Certain chemicals and cleansers can stain stone. If such liquids are spilled on stone, they should be wiped off immediately with soap and water. CSW and most home centers sell a line of products designed specifically for the care of stone countertops. You may use warm soapy water or mild household cleaning agents to clean your countertop. Avoid strong chemicals and solvents. Do not use nail polish remover, permanent markers, inks, oil soaps, furniture cleaners, or paint strippers on the countertop. Also, avoid using high alkaline/PH level cleaners on the countertop, such as oven cleaners.

Scratching: Many types of stone countertops (i.e., granite, quartz) are extremely hard surfaces and very resistant to scratching. When a scratch is discovered, it is generally not possible to repair or remove it in the rare instance. The top should not be used as a cutting surface since it will dull your knives. The use of cutting boards is always recommended.

Temperature: Granite and quartz countertops are very heat resistant and unlikely to scorch. Thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop from extreme heat by using trivets or hot pads, as damage resulting from heat is not covered under this warranty.

Fissures: occur naturally in many stone types. A fissure is defined by the American Geological Institute as "an extensive crack, break, or fracture in the rock, which may contain mineral-bearing material." The term "fissure" is used commercially in the stone industry to describe a visible separation along intracrystalline boundaries or the voids between mineral crystals. This separation may start and stop within the field of the stone or extend through an edge. A fissure differs from a crack in that it is a naturally occurring feature in the stone.

Chips: can occur in stones either due to sawing operations or handling. Chips may be repaired with epoxy or polyester resin if the completed repair is consistent in color and texture with unrepaired areas of the slab. However, chips caused by everyday use such as pots, pans, glassware, or dings from complex objects are not covered under warranty, and there will be a cost for any repairs.

Pitting: of the countertop surface, particularly in granite, is a common characteristic of natural stones. Granites are made up of several different minerals, each mineral having a different hardness. Granites contain quartz, feldspars, biotite, amphibole, ferrous titanium oxides, and other minerals. On the Mohs Scale, diamonds are the hardest mineral, with a rating of 10. Quartz and feldspar have a hardness of 6.5 to 7 and are very durable. Biotite (mica) is very soft (2.5) and flakes easily. All true granites have biotite in their composition.

Because biotite is soft and flaky, the first few layers are removed during the polishing process, causing pits throughout the slab. Some granite has more biotite throughout their composition than others. The higher the biotite content of the stone, the more pits it will have. Most polished igneous rocks will have varying degrees of pits, depending on the amount of biotite, muscovite, and phlogopite in their composition. The pits do not make the granite less durable or otherwise inferior. Pits are common in all granites and should be expected.